Case study: NBN E-Learning Project

[state/territory] > [year]

[Project Title] [Project Manager]

[Organisation title]



*All teams are to complete one case study which tells the story of your project and experiences and captures some data in an appendix. The case study includes this template plus you need to provide media such as photographs, videos and sound files.*

*Anywhere the acronym NBN is used it is understood that some projects relied on other broadband services so please respond accordingly using the terminology relevant to your project.*

*Similarly the word ‘participant’ is used to broadly define any person taking part in your project as a learner, but use terminology suitable to your project in your responses.*

***Writing style:.*** *This is a case study that will be read by other organisations wanting to deliver training via the NBN, therefore it should be written in a conversational style, rather than a formal report writing style. Example case study style might be ‘We had expected it would be easy to connect to the NBN but discovered that there was a lot of confusion about how and where to connect. What worked for us was contacting the …….’. This is more engaging than writing ‘The project team concluded there was need to factor in contact with other parties in order to ascertain the correct method to connect to the NBN’.*

***Media****:. The case study should also include media such as photographs, video and audio. Information on how to do this is in the wiki. A Digital Story is an engaging approach to tell of your team and learner’s experiences and of value to future potential NBN projects and professional development in training organisations.*

***Length of each section****:. Notes are made re suggested length of each section. The Case Study should be 10 pages of writing plus the digital story or other media. There is also a one page attachment to complete.*

# Section heading

[1. Who we are 4](#_Toc324230387)

[2. Scope 4](#_Toc324230389)

[3. The Objective 5](#_Toc324230391)

[4. The Team (Length: 1 page) 6](#_Toc324230393)

[5. The Journey 7](#_Toc324230394)

[*5.1* *Part A: Starting our Project* (Length: 2 pages) 7](#_Toc324230395)

[*5.2* *Part B: Running the program* (Length: 2 pages) 8](#_Toc324230398)

[*5.3* *Part C: Wrapping up our project* (Length: 2 pages) 9](#_Toc324230399)

[6. Outcomes and measures (Length: 1 page) 10](#_Toc324230400)

[*6.1* *Main outcome of project* 10](#_Toc324230401)

[*6.2* *How were the outcomes measured* 10](#_Toc324230403)

[7. What lessons can be learnt (Length: 2 pages) 11](#_Toc324230405)

[*7.1* *What were the key succeses and what would you do differently?* 11](#_Toc324230406)

[*7.2* *Suggestions for improvement that come from your experience.* 12](#_Toc324230407)

[8. Passing it forward – what can be transferred to another organisation to implement (Length: 1 page) 13](#_Toc324230408)

1. Who we are

*Brief description of the lead organisation and key partners*

2. Scope

*What parts of the NBN E-Learning Program scope did your project address?*

* Trialling innovative programs using high capacity connection
* Facilitating VET programs
* Preparing organisational readiness models for delivering training and assessment services

3. The Objective

*What was the main aim of the project and how did it meet the scope?*

4. The Team (Length: 1 page)

In brief, what did your team already know about high speed broadband technology being used for training – a little, a lot?

What were the expectations of the team about using the NBN for teaching/training, and how did any prior understanding affect these expectations?

How did it influence the choice of project?

Comment on the competencies and experience of your team in delivering e-learning from the point of view of dealing with online issues, software, and hardware. In retrospect was that adequate or were you caught unawares?

5. The Journey

*5.1 Part A: Starting our Project* (Length: 2 pages)

What was done to get the project started?

Highlight what worked, what didn’t work; and lessons learnt, and strategies used as they relate to:

* finding connected venues,
* getting connected to the NBN, and cable vs WIFI connection,
* download and upload speeds adequacy
* trials,
* software and hardware issues,
* delivering to tablets or smart phones,
* internal bureaucracy issues,
* IT support,
* participant issues specific to venues, connection or interactivity with NBN, etc
* any other matters that arose in getting started

*5.2 Part B: Running the program* (Length: 2 pages)

**Did any issues arise over the course of running the program?**

Highlight what worked, what didn’t work, lessons learnt, and strategies used. Examples include:

* reliability of the infrastructure,
* speeds slowed noticeably resulting in delivery problems
* software or hardware issues not detected when setting up and trialling,
* ongoing access to connected venues,
* IT support

*5.3 Part C: Wrapping up our project* (Length: 2 pages)

Thinking back over the experience, can you answer or reflect on:

* costs to the organisation that could be deemed over and above alternative delivery models (ignoring one off NBN connection costs); or cost savings?
* Skills developed by the team
* Future benefits to the organisation, i.e. will the NBN deliver real benefitsto your organisation and the learner?
* In retrospect give a brief appraisal of using the NBN as a learning / teaching tool

6. Outcomes and measures (Length: 1 page)

*6.1 Main outcome of project*  
Sum up what was the real outcome for your project as opposed to the original ideal outcome.

***6.2 How were the outcomes measured***

Sum up what was the real outcome for your project as opposed to the original ideal outcome.

7. What lessons can be learnt (Length: 2 pages)

*7.1 What were the key succeses and what would you do differently?*

*7.2 Suggestions for improvement that come from your experience.*

8. Passing it forward – what can be transferred to another organisation to implement (Length: 1 page)

*How can this project help another organisation deploy an NBN e-learning program?*

Contact Information

For further information regarding this NBN E-Learning project, please contact:

Name: <project contact>

Organisation: <organisation>

Phone: <contact number>

Email <email address>

Website: <http://flexiblelearning.net.au>



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*Attachment 1*

### Metrics of data

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Training package area:** | *Training Package name and national code (eg AU07, MSA08)* | | | | |
| **Qualification or Unit(s) of Competence being delivered to pilot group/s:** | *Main qualification name and code* | | | | |
| **No of learners:** | *Numbers that participated in pilot* | | | | |
| **No of learners who agree that broadband has improved their learning experience:** | *Numbers that participated in pilot and agree* | | | | |
| **Trainer’s comments on pilot** | *Will they use the high speed broadband for future delivery?*  *What are the positives and negatives?* | | | | |
| **Broadband Capacity:**  *Use the template below to record data from each session during the pilot project and then document average here* | *What high speed connection is used in the pilot? NBN, AARNet, ADSL2+* | | | | |
| **Connection speed** | **Before**  **Upload (Mbps)** | **Before**  **Download (Mbps)** | **Pilot**  **Upload (Mbps)** | **Pilot**  **Download (Mbps)** |
| **Trainer** |  |  |  |  |
| **Learner (average of learners** |  |  |  |  |

We need you to collect some data on connection speeds for your projects. Provide the <http://speedtest.net/> tool to trainers and learners to read and record connection speeds before and during trialing of your pilot project.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Before**  **Upload (Mbps)** | **Before**  **Download (Mbps)** | **Pilot**  **Upload (Mbps)** | **Pilot**  **Download (Mbps)** |
| **Trainer 1** |  |  |  |  |
| **Trainer 2** |  |  |  |  |
| **Learner 1** |  |  |  |  |
| **Learner 2** |  |  |  |  |
| **Learner 3** |  |  |  |  |

*Insert additional rows for additional learners*